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Stop the Presses!!!

Attention all subscribers who receive a paper copy of *Information Link*. This issue will be the last *Information Link* that is printed and mailed. In an effort to trim internal costs and pull everyone into the 21st century, Information Technology Department (ITD) has decided to only distribute this newsletter electronically starting in October.

How do you stay connected?

If you currently receive a paper copy of *Information Link* there are two ways to stay connected with what's happening in ITD. Option 1 is to visit the publications section of our website, <http://www.state.nd.us/itd/pubs/>. Option 2, the more popular option, is to request that your e-mail address be added to a group distribution list and automatically get an electronic copy of the *Information Link* sent to you each time it is published. To have your name added to the list simply send a message to email@state.nd.us and request to be added to the *Information Link* group list.



Hoeven Announces State Receipt of E-Government Award

Governor John Hoeven recently announced that the State of North Dakota has received the Explorer Award for Innovation in Electronic Government from E-Gov, a national organization of marketing and education professionals who work with technology leaders from government and industry.

The state was honored during the E-Gov 2003 Conference and Exposition in Washington, D.C. Hoeven delivered the keynote address for the first day of the conference. Hoeven's address can be viewed at <http://governor.state.nd.us/media/speeches/030609.html>.

"Over the past year, our state has launched 16 new on-line government services, bringing the total of on-line services offered to 53," Hoeven said. "The Explorer Award brings national recognition to the efforts that we have put into making our state government more accessible to the citizens of North Dakota."

IT Functional Consolidation

Jennifer Kunz, Project Manager

The purpose of the IT Functional Consolidation Project is to meet the legislative intent of Sections 10, 11, and 16 of ND House Bill 1505, of the 58th Legislative Assembly. The legislation required the consolidation of the following services:

- E-mail
- File and print server administration
- Database administration
- Storage
- Application server administration and hosting

The legislation also identified 24 FTEs to be transferred from agencies to ITD for potential reduction, and identified a cost savings target of \$1,400,000. OMB and ITD are committed to ensuring that before any consolidation is implemented it will create efficiencies, cost savings, and equal or improved quality of service. A project steering committee and several teams were assembled to develop a project plan; analyze the technical, financial, and human resource issues; develop recommendations; and implement the functional consolidation.

Project Status

- In May, the project teams discussed questions and processes for the consolidation and held initial meetings to plan for the project.
- During the timeframe of June 5 – 16, 2003, planning meetings were held with the 15 agencies listed for potential FTE transfers.
- Technical follow-up meetings began June 19, 2003 and were completed July 1, 2003.
- For the remaining 30 agencies (regarding section 16 of the bill), information gathering began July 3, 2003, followed by three awareness meetings to be held July 14-16, 2003. Technical follow-up conversations will then occur as needed.
- A web page has been established to make certain that communications about the consolidation are occurring and available on a timely basis. Visit the web site at www.state.nd.us/itd/consolidation

IT Functional Consolidation Recommendation Report

Based on the information gathered and the discussions from agency meetings, a preliminary IT Functional Consolidation Recommendations Report will be developed and available for comment by July 18, 2003.

The report will contain recommendations for which services ITD will assume from agencies from the first 15 agencies, the associated costs and savings, and recommendations for the number of FTEs to be transferred and exempted. The report will be submitted to the Governor for approval. In August, the report will be updated with recommendations for services to be assumed for the remaining 30 agencies (section 16 of the bill).

Implementation Project Plan

The implementation project plan will also be completed by July 18, 2003, and will contain an overview of the processes for how the systems/services, human resources, and financial issues will be resolved; a project schedule; communications plan; risk management plan; and issue management process.

ITD's Commitment to Success

While the extent and actual deployment of consolidation is not known at this time, every effort will be made to minimize the impact of consolidation efforts on agency operations and employees, and to ensure that equal or improved quality of services are in place. If you have any questions about the project, please contact Jennifer Kunz at 328-4474 or jkunz@state.nd.us.



Technology Committees

Mike Ressler

The 2003 Legislature has identified two technology committees in Century Code 54-59:

The Information Technology (IT) Committee is being expanded from 7 legislators to 11 legislators (6 members of the House of Representatives and 5 members of the Senate). Curt Wolfe, the chief information officer, will remain an ex officio, nonvoting member of the committee. The purpose of this committee is to review ITD's business plan, information technology standards, agency IT plans, and the cost-benefit analysis of major technology projects.

For the 2003-05 interim, the Legislative Council has appointed the following legislators to this committee:

- Senator Larry Robinson - Chairman
- Representative Bob Skarphol - Vice Chairman
- Representative Ken Svedjan
- Representative Robin Weisz
- Representative Lonny Winrich
- Representative Keith Kempenich
- Representative Eliot Glassheim
- Senator Rich Wardner

- Senator Randy Schobinger
- Senator Tom Seymour
- Senator Randel Christmann

This committee is required to meet at least once every quarter.

The second committee identified in statute is the State Information Technology Advisory Committee. The purpose of this committee is to advise ITD on statewide information technology planning, budgeting, department services, IT policies, and statewide technology initiatives. The membership will consist of the following members:

- Curt Wolfe - Chief Information Officer – Chair
- Eric Hardmeyer – President of the Bank of North Dakota
- Carol Olson – Director of the Department of Human Services
- Dave Sprynczynatyk – Director of

- the Department of Transportation
- Maren Daley – Director of the Job Service North Dakota
- Pam Sharp – Director of the Office of Management and Budget
- Brent Edison – Director of Workforce Safety & Insurance
- Terry Dwelle – State Health Officer
- Sparb Collins – Director of the Public Employees Retirement System
- Wayne Stenehjem – Attorney General
- Al Jaeger – Secretary of State
- Rick Clayburgh – Tax Commissioner
- Gerald VandeWalle - Chief Justice of the Supreme Court
- Larry Isaak – Commissioner of Higher Education
- Bob Skarphol – State Representative
- Rich Wardner – State Senator
- Dan Fisher – CIO from Community First
- Craig Hewitt – CIO from MeritCare Health Systems

ITD EMPLOYEE PROFILE

Name: Eugene Roach

Job Title: Database Design Analyst III

Division of ITD: Technical Services Database Support

Job Responsibilities: Provide data base support to ITD and customers including design, implementation, performance, tuning, and maintenance of all DBMS supported by ITD.

Years at ITD: 23 years



The Future of the Enterprise

Boris Miller

The disciplined approach that the enterprise architecture process has brought to statewide information technology promises a significant increase in government efficiency and effectiveness. The rewards are already arriving in the relatively short time period since it has been established.

To achieve the goal of optimizing information technology for the enterprise, eight domain teams have identified their priorities. These priority goals can be grouped into three categories: common, tiered, and single. The State Architecture Review Board has ratified the priorities.

The future of the Application Software and Application Integration domains is common toolsets. The future of the Data/Information and Data Storage domains is tiered relational databases and tiered storage. And, the direction of the Office Automation domain, Platforms and Operating Systems domain, and Security domain is a single groupware system, standard operating systems for each platform, and a single sign-on. The E-Government domain is re-evaluating its priorities and the network and video teams are completing work on their standards.

Putting stakes in the ground with standards and turning the priorities into projects is the next step for enterprise architecture. Benefits are anticipated in many areas before the end of the summer.

On the Move to NDACo

Vern Welder



Two software development teams have moved from Northbrook Mall to the North Dakota Association of Counties (NDACo) office building. The Cyborgs and the Looney Tunes teams are now co-located with the Department of Human Services support teams who were already at NDACo. The Cyborgs team supports Department of Transportation applications. The Looney Tunes team supports PERS, RIO, State Treasurer, Attorney General, Supreme Court, Parks and Recreation, and State Auditor applications.



Lotus Notes Development

Vern Welder

ITD plans to discontinue development of new Lotus Notes applications. Lowered demands for that service and IBM's strategic direction are pushing this decision.

The demand for new Lotus Notes applications has dropped off. About 5 years ago we started developing Lotus Notes applications. At our peak we had 4 Lotus Notes developers. Currently, about 2.2 developers' time is allocated toward enhancement and maintenance of existing Lotus Notes applications. We have not written a new application of any significant size for over a year.

Last year, IBM announced a future vision of converging Lotus Notes and WebSphere development environments into one development environment called NextGen. NextGen combines the collaboration (i.e. calendaring, email, and messaging) strengths of Lotus Notes with the application development strengths of WebSphere. This year, IBM's NextGen announcements were more WebSphere oriented, using Lotus collaboration features as components of WebSphere applications. According to the Gartner Group, "Lotus application development is nowhere to be found in IBM's long-term strategy". Meta Group expects IBM to support Domino, the Lotus Notes development environment, through 2010.

Our direction is to continue support of customers' existing Lotus Notes applications. We're still considering Lotus Notes as a development platform on applications where it makes sense. We will weigh all risks in those decisions.

Electronic Records:

A New Reality

Bill Roach, CRM

Advances in technology and changes in law are forcing organizations across the country to take a new look at their records and information management systems. New technologies provide the ability to create and retain records in a purely electronic format. New laws have been enacted that fundamentally change how organizations create, retain and use electronic information.

Historically, forms and records management functions have spent little time thinking about IT issues. Instead, they worked in a paper world, concentrating their efforts on the collection of information and the maintenance and retention of records. Interfacing with IT was limited to entering data from forms and using basic tools for maintaining indexes of retained records.

The reverse was also true. The focus of IT was to provide systems that would enable users to use stored information for decision making and administration. Great care was spent securing and protecting information. But very little thought was given to record issues like admissibility, regulatory compliance, and retention.

Today, organizations are scrambling to integrate RM and IT. Technologies like e-mail, e-forms, instant messaging and electronic documents are the new standard for conducting business and documenting activities. Content management systems enable us to capture a wide variety of information formats. Advances in standards and storage systems enable us to retain electronic information for extended retention timeframes.

While electronic records have been admissible in the court system for years, their acceptance by regulators is a recent milestone. New laws were passed to expand the use of technology to conduct business and government. E-SIGN (Electronic Signatures in Global and National Commerce Act) was signed by President Clinton. It addressed the acceptability of electronic signatures and established basic standards for electronic records for the federal government and interstate commerce. UETA (Uniform Electronic Transactions Act), which has been passed by nearly every state, provides the same opportunity for state and local governments in intrastate commerce.

While E-SIGN and UETA expand the possibilities for use of electronic records, Sarbanes-Oxley and HIPAA make it very clear that the federal government is serious about records management activities. Sarbanes-Oxley generally deals with publicly-traded corporations and public accounting firms, but changes in the criminal code apply equally to all. Enacted as the result of several high profile cases involving the premature or intentional destruction of records at Anderson, Enron, Tyco and others, the law significantly increases the penalties for destruction or modification of records. HIPAA requires extensive controls on records, including records concerning disclosure and access. Unauthorized disclosure of protected information can lead to sanctions and criminal penalties. Both of the laws also provide provisions where individuals are personally accountable for unauthorized destruction or disclosure.

But some things haven't changed. The Rules of Civil Procedure and Rules of Evidence are still used to determine whether information or records can be used as evidence. The criteria for introduction of electronic records as evidence remain the same as for paper records. Case law regarding electronic or digital signatures is virtually non-existent as the technology is still in its infancy.

The bottom line is that organizations can no longer afford for their records management and information management functions to function independently. Records managers need to take the time to learn more about technology, how information is created and stored, and the issues that IT folks have been working with for years. They also need to take an active role in educating IT in records management issues, especially those relating to legal and practical definitions of a record, evidentiary value, and retention issues.

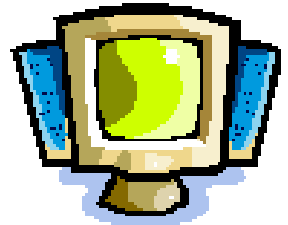
IT needs to recognize that the information, systems, and documentation they manage are key components in establishing the trustworthiness of the organization's records. They may need to rethink the practices and processes of the past. Establishing the trustworthiness of electronic records is not the same as the process used for paper documents. Instead, system design and maintenance documentation, as well as written procedures, may be required to prove the trustworthiness of the entire system.



While the task of integrating RM with IT may appear daunting at first, it will provide organizations with some significant benefits. Organizations that meet the challenge will improve regulatory compliance, better manage records retention, improve access to information, and ensure that trustworthy records are available to protect both the organization and its employees.

LCD Monitors

Dean Glatt



From a technical perspective, the cool-looking, high-tech LCD monitors lack versatility in comparison to CRT monitors. LCD, or flat-panel monitors, run at just one fixed “natural” resolution, and this can have a negative effect on high-graphic applications like CAD and games. For example, if your LCD has a natural resolution of 1280x1024, you will not be able to play a game at 1600x1200.

And if your video card isn’t powerful enough to run a particular graphics/media/game application at 1280x1024 and you need to drop down to 1024x768, your LCD will “interpolate” the lower resolution at the expense of visual quality. That is, the pixels will look blurry and jaggy at the lower interpolated resolution.

Of course, if you never plan on running games or CAD or high-end media, LCDs are okay. Assuming you are dead-set on a LCD monitor, make sure your budget unit has a DVI input (and that your video card is DVI ready as well). DVI is your ticket to a pure digital interface and is an absolute must for a clear, high-quality LCD setup. If you want to save money, avoid LCDs with unnecessary input options (such as dual-DVI, USB connectors, speakers). Swivel and tilt controls are nice, but increase the price.

All the LCDs tested in an August 2002 lab had more than sufficient pixel response to play video and 3D games without trailing, streaking, and ghosting. LCDs aren’t ideal for 3D gaming, but if you get the game to run at the “natural” resolution, you should get a satisfactory setup. Overall, screen size still reigns as a primary factor and CRTs still offer the better value in that specification. Currently, 18” LCDs (which are roughly equivalent in viewable screen size as a 19” CRT) cost about \$650. Nineteen inch LCDs and greater sell for over \$1,000.

If you are in the market to purchase a flat-panel monitor, you should power up the monitor to check for burned out pixels. In a flat-panel monitor, a burned pixel will show up as a blue, red, or green dot on the screen. It is common to have burned pixels on a flat-panel and they usually do not bother the user. However, if there are many pixels burned, it will be a nuisance to use. Most vendors will not replace a monitor with burned pixels as these generally happen from being moved and bumped. Be sure you know the replacement policy before you purchase your unit.

New Work Request System

Vern Welder

ITD is re-writing our work request systems to create a single web-based application for requesting any ITD service. The project scope started as a replacement for our current mainframe-based work request and project documentation systems. It grew into a re-design of all work request systems when we decided to replace applications developed for the SilverStream application server.

We requested design input from the five agencies that submit a majority of our work requests. As a result, the Department of Human Services and Department of Transportation requested specific capabilities for initiating, routing, and managing their internal work requests. DOT and DHS have pledged project funding to cover their specific requirements.

We are using this opportunity to integrate our Project Management Information System (PMIS) into the work request process. PMIS is an automated project management workflow and documentation application. It is currently a Lotus Notes application that we’ll re-write with a web-browser interface.

The Work System Project is being written as a Java Version 2, Enterprise Edition (J2EE) mentoring project. Four software developers are being trained to design, write, and implement J2EE applications while working on this project. They are currently in the analysis phase. Project completion is expected early in 2004.



**Dakota West Chapter of NMA Awarded
First Place**
Nancy Walz

The Dakota West Chapter of the National Management Association (NMA) recently won 1st Place in NMA's 2003 Publications Contest for their monthly newsletter.

Dirk Huggett, an analyst in ITD's Policy and Planning Division, is the newsletter editor. Thank you, Dirk, for a job well done on the newsletter. The local chapter of the NMA meets monthly and hears presentations on a variety of management topics. A number of ITD staff and other state employees are actively involved as members.



ITD Executive Management

Curtis Wolfe, *Chief Information Officer*
Mike Ressler, *Director of Operations*
Nancy Walz, *Associate Director of IT Planning*
Dan Sipes, *Associate Director of Administrative Services*
Vern Welder, *Associate Director of Software Development Services*
Dean Glatt, *Associate Director of Computer Services*
Jerry Fossum, *Associate Director of Telecommunication Services*
Ardy Pfaff, *Human Resources Director*

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